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## TENNESSEE HUMAN RIGHTS COMMISSION CENTRAL OFFICE

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Governor Bill Haslam State of Tennessee 1st Floor, State Capitol Nashville, TN 37243 Members of the General Assembly State of Tennessee Legislative Plaza Nashville, TN 37243

Dear Governor Haslam & Members of the General Assembly:

It is my honor to provide you with the Tennessee Human Rights Commission 2011-2012 Annual Report. This report reflects the Commission's activities from July 1, 2011 through June 30, 2012.

The purpose of this Annual Report is to provide a summary of the services provided to the citizens of Tennessee and the accomplishments of the Commission. Included in this report is a brief history of the Commission and an overview and explanation of activities for each division in the past fiscal year. It is through the dedicated efforts of these divisions that we continue to safeguard individuals within the state of Tennessee from discrimination through enforcement and education.

Thank you for the opportunity to serve.

Sincerely,

Beverly L. Watts Executive Director



## MESSAGE FROM THE CHAIR

It has been a great honor to serve as Chair of the Tennessee Human Rights Commission Board of Commissioners over the past year. Throughout this first year as Chair, I have enjoyed working closely with the staff and my fellow Commissioners to further our mission to safeguard individuals from discrimination through enforcement and education. I am proud of our efforts throughout this year and excited about the future of this valuable Commission.

This year has been eventful for the Commission. We have worked tirelessly to investigate complaints in employment, housing and public accommodation in spite of staff shortages and budget cuts. Both the Employment and Housing Divisions have worked diligently to operate successfully under the partnership agreements from the Equal Employment Opportunity Commission (EEOC) and the U.S. Department of Housing and Urban Development (HUD). The Title VI Division has grown considerably since its creation in 2009 and continues to make impressive strides to verify that all state governmental entities that are recipients of Federal financial assistance comply with the requirements of Title VI of the Civil Rights Act of 1964.

In addition to working with community organizations across the state, the Education & Outreach Division has created and executed very successful educational events. This year's Employment Law Seminar had record-breaking attendance and was keynoted by Victoria Lipnic, Commissioner for the EEOC. THRC hosted a very successful Fair Housing Celebration in April in cooperation with several West Tennessee Housing organizations and the Memphis HUD office. Another year of Round Table meetings provided an engaging discussion with leaders and insight into current issues facing local communities.

Please find a more detailed account of the Commission's activities for the past fiscal year in this Annual Report. I thank the Governor and the Legislature for their support of the Commission and its Board of Commissioners.

Sincerely,

Stacey A/Garrett

Chair, Board of Commissioners



HISTORY

n September 30, 1963, Governor Frank G. Clement signed Executive Order 18 creating the Tennessee Human Relations Commission. At that time, the Commission's purpose was advising the public on the human rights laws of that time. Four years later in 1967, the Tennessee State Legislature created the Tennessee Commission on Human Development. This new Commission absorbed the duties of the previous Commission, adopted rules and regulations to govern its proceedings and added a prohibition against sex discrimination.

It was not until 1978 that the Tennessee Human Rights Act became law and transformed the Commission into an enforcement agency with the power to investigate, conciliate and litigate claims of discrimination. Throughout the late 1970s and early 1980s, the Commission continued to evolve. This time period saw the expansion of protections to include disability, age and familial status (housing only) and officially becoming the Tennessee Human Rights Commission (the Commission).

Since 1979, the Commission has partnered with the U.S. Equal Employment Opportunity Commission. In 1994, the Commission became partners with the U.S. Department of Housing & Urban Development. These partnerships allow the Commission to extend federal protections to persons alleging discrimination.

Today, the mission of the Tennessee Human Rights Commission is to safeguard individuals from discrimination through enforcement and education. The Tennessee Human Rights Act and Tennessee Disability Act are enforced through receiving, mediating, investigating, conciliating and, when necessary, litigating allegations of discrimination. Since 2009, the Commission has also coordinated the state of Tennessee's compliance with Title VI of the Civil Rights Act of 1964. The Commission uses a variety of public meetings, outreach events and resources to educate the public about their rights. The Commission executes its role through a 15 member Board of Commissioners and staff of 29 in four offices (Nashville, Memphis, Chattanooga and Knoxville).

Mission

The Mission of the Tennessee Human Rights Commission is to safeguard individuals from discrimination through enforcement and education.

Vision

Our Vision is to ensure that all those in the State of Tennessee are treated with respect and equality. /alues

We share a commitment to the following Values: Integrity, Respect, Equality, Competence, Dependability and Dedication.

#### Overview of Accomplishments for 2011-2012 fiscal year:

- ⇒ The Commission was honored by the April 4th Foundation with the "Open Door Award" at the 12th Annual Awards Banquet in Memphis on April 4, 2012. This award honors those who have "opened doors" and followed in the spirit of Dr. Martin Luther King, Jr.
- ⇒ The Commission has signed a partnership agreement with the National Community Reinvestment Coalition (NCRC) to provide training and resources for THRC staff and other housing industry personnel on fair lending abuse and mortgage fraud.
- ⇒ The Commission welcomed new staff throughout the fiscal year: Secretary Cathy Abramowitz, Associate General Counsel Rachel Appelt, Title VI Compliance Review Officer LaShondia Chambers, Deputy Director Sabrina Hooper and Special Assistant to the Executive Director Susannah Taylor.
- ⇒ The Title VI Compliance Program achieved a 63% improvement in state agencies' meeting Implementation Plan requirements.
- ⇒ The Legal Division reviewed and recommended 477 cases for closure finding reasonable cause in 6 cases.
- ⇒ The Housing Division closed 71% of cases within 100 days or less, well above the HUD cooperative agreement standard performance goal of 50%. The Division conciliated 34 cases, amounting to over \$33,000 in monetary benefits for complainants.
- ⇒ The Employment Division conciliated 17 cases resulting in \$48,803.00 monetary benefits and non-monetary benefits including job reinstatement, attorney's fees, promotions and training. The Division also worked diligently to reduce the average number of days to case closure, decreasing by 14% from last year.
- ⇒ The Education & Outreach Division had record-breaking attendance at the Employment Law Seminar (157 attendees) and co-hosted a very successful and highly attended Fair Housing Celebration in Memphis, TN (127 attendees).
- ⇒ The Customer Service Division delivered a 17% increase in the number of complaint forms delivered to citizens.
- ⇒ \$179,029.86 in monetary benefits were awarded to complainants for all mediations and settlements.



Executive Director Beverly Watts accepting the Open Door Award.



Deputy Director Sabrina Hooper addressing the Annual Title VI Training.



Panelists Mark Travis &
Kim Vance among
attendees at the 2012
Employment Law Seminar.

### BOARD OF COMMISSIONERS

The Commission's 15-member board is made up of Tennesseans that represent employers, business owners, religious groups, trade unions, human rights groups and the general public. These individuals are appointed by the Governor to serve terms of six years. Five commissioners from each of the state's three Grand Divisions are appointed to serve on a non-partisan basis.

The Board met a total of six (6) times during fiscal year 2011 both in person and telephonically. At these meetings, the Board exercised its authority as defined by the Tennessee Human Rights Act. A complete record of minutes from these meetings can be found on the Commission website.

The current commissioners are as follows:



**Patricia Pierce** Harriman



**Ralph Davis** 



Johnson City

## East Tennessee



**Paul McDaniel** Chattanooga



**Ruby Miller** Oak Ridge



**Edwin Osborne** Morristown

**Stacey Garrett** Chair Nashville



**Karla Hewitt Nashville** 



A.J. Starling Nashville



Joseph Walker Nashville



**Spencer Wiggins** Nashville

**Dennis Blalock** Jackson



David Cocke Memphis



**Robert Jones** Memphis



**Nathan Pride** Jackson



Jocelyn Wurzburg Memphis



# TENNESSEE HUMAN RIGHTS COMMISSION

# 2011 2012

# CUSTOMER SERVICE & INTAKE

Through the Commission's Customer Service & Intake Divisions citizens can find answers to their questions regarding discrimination. These Divisions serve as the initial point of contact for the Commission. They provide information on how to file a complaint, provide clarification on the law and make referrals to other agencies if necessary. Through phone calls, website, email contact, facsimile forms and inperson visits at any of the Commission's four regional offices, interested parties obtain the information and documents needed to file a complaint of discrimination.

In fiscal year 2011-2012, the Customer Service & Intake Division received:



As a result of these calls



Additionally,



Phone Call Inquiries

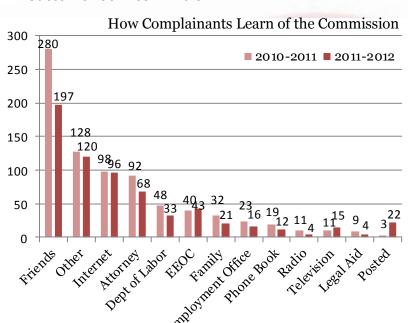
Complaint Forms were sent by mail & email

Complaint Forms were accessed via www.tn.gov/humanrights

The Customer Service Division is also responsible for processing copy requests. 116

Copy Requests Processed by Customer Service Division

**Complaint forms** are completed and returned to the Commission's Intake division. determines jurisdiction, notifies Intake respondents of the charges filed against them, and requests the respondent's statement. Intake offers mediation to both the Complainant and the Respondent before a complaint is assigned to an investigator. If both parties agree, then the complaint is referred to mediation. If both parties do not mediation. the attempt complaint forwarded to either the Employment or Housing divisions for a full investigation.



MEDIATION

The purpose of mediation is to facilitate an atmosphere for both parties to learn from each other by discussing their perspectives on the issues and work toward a possible resolution of the dispute. Mediation is provided at no cost to either party and is done in a secure and controlled environment. Mediation is an alternative to undergoing a full investigation or litigation. Complainants and Respondents agree to attempt mediation with the understanding that the service is voluntary and, if settled, the details of the settlement are kept confidential. If mediation brings about acceptable terms for all parties and there is a settlement, then the case is closed. However, if an agreement is not reached, the case is then re-entered into the investigative process.

Through ten Rule 31 trained mediators on staff and a contract with the Nashville Conflict Resolution Center (for Spanish-speaking parties), the Commission held 44 mediations this fiscal year.

MEDIATION
ATTEMPTS

44 MEDIATIONS
HELD

22 SUCCESSFUL
MEDIATIONS

From these 22 mediations,

\$96,857

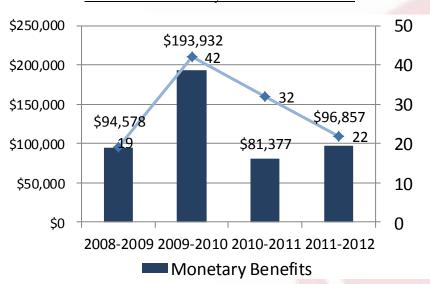
awarded as Monetary Benefits to Complainants Range of Individual Awards

\$100-\$21,800

Non-Monetary Benefits Awarded to Complainants

Letters of apology, policy changes, training, promotions & uncontested unemployment

#### Mediation Monetary Benefits Since 2008



# EMPLOYMENT

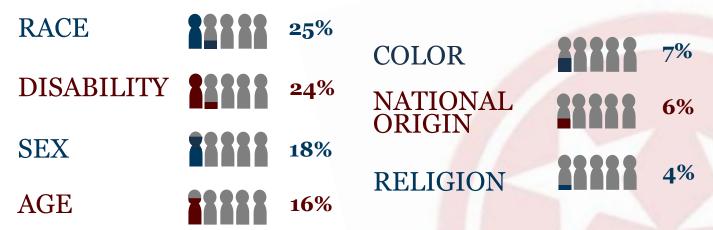
It is the Employment division that is responsible for resolving complaints of discrimination. Eight full-time employment investigators: four in Nashville, two in Chattanooga, and two in Memphis, resolve complaints through mediation and investigation, in the areas of employment and public accommodation on the basis of race, color, creed, national origin, religion, sex, disability, and age (40 and over). The Commission has a workshare agreement with the U.S. Equal Employment Opportunity Commission (EEOC) to process cases of employment discrimination when businesses have 15 or more employees. This partnership allows the federal and state agencies to coordinate their investigations and avoid duplication of efforts in seeking to end discrimination.

In fiscal year 2011-2012, the Employment Division received:



Davidson County
98 complaints - 18%
Hamilton County
59 complaints - 11%
Shelby County
56 complaints - 10%
Knox County
46 complaints - 8%
Other Counties
293 complaints-53%

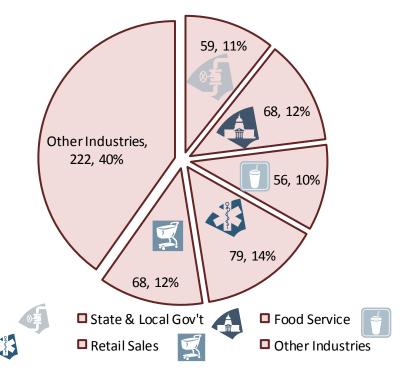
Alleged bases for discrimination in Employment from total complaints:



The 552 complaints filed included 1,145 alleged bases due to complainants alleging multiple bases. The above percentages are based upon multiple bases allegations as well as claims of Retaliation.

A review of complaints by industry revealed that the top five industries accounted for approximately 60% of all complaints filed. Healthcare accounted for 79 or 14% of complaints received, followed by State and Local Government and Retail Sales both with 68 or 12% cases. Manufacturing accounted for 59 or 11% cases and Food Service had 56 or 10%.

The chart pictured to the right illustrates the percentage of complaints by industry.



Seventeen complaints were resolved through settlements outside of mediation resulting in both monetary benefits and non-monetary

benefits.

From 17 settlements,

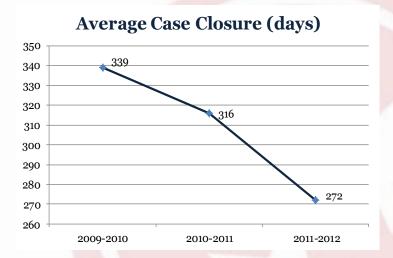
Manufacturing

■ Healthcare

\$48,803.00

was awarded as Monetary Benefits to Complainants Non-monetary benefits include: job reinstatement, attorney's fees, promotions and training.

The division strives to complete investigations in a timely manner. To this end, one of the Employment Division's goals has been to reduce the average number of days for case closure to 270 days or less. As of June 30, 2012, the total number of case closures was 446 with the average number of 272 days for closure. A comparison of the last three fiscal years shows that the division has continued to reduce case age. Cases were closed on average 67 days less than closures in fiscal year 2010. This was accomplished by working with investigators to enhance case management tools and better prioritize cases for closure.



# HOUSING

It is against Tennessee state law to discriminate in the sale, rental advertisement and financing of housing and commercial property. Every year, THRC's Housing Division is responsible for investigating claims of housing discrimination based on of race, color, creed, national origin, religion, sex, disability, and familial status in the sale and rental of real property. In cooperation with the U.S. Department of Housing & Urban Development (HUD), the Commission dual files and investigates housing discrimination cases. The division has five full-time housing investigators—four in the Knoxville office and one in the Nashville office.



Davidson County
33 complaints - 26%
Shelby County
19 complaints - 15%
Hamilton County
8 complaints - 6%
Rutherford County
8 complaints - 6%
Hamblen County
6 complaints - 5%
Other Counties
55 complaints - 42%

Alleged bases for discrimination in Housing from total complaints:

| DISABILITY         |       | <b>55</b> % | RETALIATION        | 21111 | 8% |
|--------------------|-------|-------------|--------------------|-------|----|
| RACE               | 11111 | 38%         | FAMILIAL<br>STATUS | 11111 | 7% |
| SEX                |       | 11%         | RELIGION           | 22222 | 2% |
| NATIONAL<br>ORIGIN | 22222 | 8%          | COLOR              | 11111 | 1% |

The Housing Division continues to improve its case processing procedures. In comparison to last year, Housing reduced the number of days cases were closed by 53 days with 71% of cases closing within 100 days or less. The following table reflects total case closures by age:

| CASE CLOSURES BY AGE |                        |                        |                        |                  |       |  |
|----------------------|------------------------|------------------------|------------------------|------------------|-------|--|
| 100 Days<br>or Less  | 101 Days -<br>150 Days | 151 Days -<br>200 Days | 201 Days -<br>250 Days | Over 250<br>Days | Total |  |
| 81                   | 18                     | 10                     | 2                      | 2                | 113   |  |
| 71%                  | 16%                    | 9%                     | 2%                     | 2%               | 100%  |  |

The division in two successive years has continue to meet its HUD cooperative agreement standard performance goals to close 50% of cases within 100 days of filing and close 95% of aged cases (cases over 100 days old). The Housing Division has closed 67 or 69% dual filed cases with HUD within 100 days, an improvement from the 50% of dual filed cases last fiscal year.

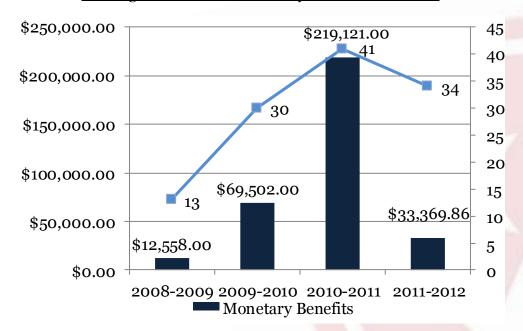
From 34 conciliated cases,

\$33,369.86

was awarded as Monetary Benefits to Complainants Monetary Benefits Include:

fee waivers, deposit returns, payment forgiveness and free rent Non-Monetary Benefits Include: Reconsideration of an application for housing, reasonable accommodation and reasonable modifications request granted, removal of eviction records and fair housing training

#### Housing Conciliations & Monetary Benefits Since 2008



 $\mathsf{LEGAL}$ 

The Legal Division serves as in-house counsel by providing guidance and training to staff and Commissioners; internal policy review, conducting reconsiderations of cases; monitoring legislation and court cases that impact the Commission; drafting rules to comply with legislative changes; ensuring compliance of conciliation agreements and conducting educational presentations for stakeholders. The division prosecutes cases where the Commission has found that there is reasonable cause to believe that discrimination has occurred. The Legal Department's primary role is to work with the other divisions of the agency at the various stages of the investigative process to ensure that the investigators' recommendations in cases are legally sufficient.

In fiscal year **REVIEWED &** 477 CASES RECOMMENDED 2011-2012, FOR CLOSURE the Legal 223 INVESTIGATIVE PLANS Division **REVIEWED** (approximately): 83 COPY REQUESTS **APPROVED** 29 RECONSIDERATIONS CONDUCTED CASES FOUND REASONABLE CAUSE IN

CONCILIATED

**CAUSE CASES** 

When the Commission issues a finding of reasonable cause in a case, our statute requires us to make attempts at conciliation. If these attempts fail, then the case proceeds to a hearing. On May 18, 2012, the Commission had a hearing in a housing case where reasonable cause had been issued.

CAUSE CASE

AND SEVERAL PRE-CAUSE CASES

THRC v. Weathers, Docket No. 34.00-116100A: Involved a property owner who refused to rent apartments to Chinese people because of their tendency to "stir-fry" food. The Commission issued a finding of reasonable cause to believe discrimination occurred based on failure to rent or negotiate for rent due to national origin. The Administrative Law Judge found discrimination with regard to refusal to rent and discriminatory statements on the basis of national origin. He awarded \$1,000 in civil penalties to the Commission, and compensatory damages to the complainants in the amounts of \$1,500 and \$750. He also ordered Respondent to attend the 2013 Fair Housing Matters Conference at his own expense and to pay court costs not to exceed \$2,000. One of the complainants has appealed the decision back to the Commission.

#### **LEGISLATION AND COURT CASES**

The Legal Department monitors state and federal legislation and recent court decisions in discrimination law. There were numerous bills introduced during the 2012 session of the 107th General Assembly of Tennessee that had the potential to affect the Commission. During the session, which began on January 10, 2012 and adjourned on May 1, 2012, there was one (1) bill that passed which may have an impact on the Commission's mission:

- ⇒ **House Bill 3540** / **Senate Bill 3345 (Passed):** Regulates charter schools' relationships with foreign entities and limits the hiring of non-immigrant foreign workers by charter schools. This bill took effect on July 1, 2012.
- ⇒ **U.S. Supreme Court case**: Hosanna-Tabor Evangelical Lutheran Church and School v. Equal Employment Opportunity Commission, January 11, 2012. In a unanimous decision, the Court recognized a "ministerial exception" whereby "ministers of religion" cannot sue their churches for employment discrimination.
- Tennessee Supreme Court Case: Redwing v. Catholic Bishop, February 27, 2012. The Supreme Court determined that religious organizations are not shielded from suits involving property rights, torts (like Redwing's claims of negligent hiring, supervision, and retention) and criminal conduct as long as the court can resolve the dispute by applying neutral legal principles and is not required to rely on religious doctrine to decide the case.
- ⇒ **Tennessee Court of Appeals Cases**: Hutchings v. Jobe, Hastings, & Associates, August 12, 2011. Employers can terminate poor performing employees even if under contract as long as the discharge is reasonable. Poor performance is defined as work that compromises the employer's interest or impedes the company's progress.

Hartman v. Tennessee Board of Regents, August 31, 2011 – To be considered a similarly situated employee in an employment disciplinary context, the plaintiff need not establish an exact correlation with the comparator receiving more favorable treatment. Plaintiff and comparator must be similar in all of the relevant aspects.

⇒ United States Court of Appeals for the 6th Circuit Cases: Lewis v. Humboldt Acquisition Corporation, May 25, 2012. For ADA claims, disability must be the "but for" cause of the employer's adverse decision.

Stansberry v. Air Wisconsin Airlines Corporation, July 6, 2011. The Court identified three theories for an associational disability claim: 1) expense; 2) disability by association; 3) distraction. The court held that an employee may be terminated based on actual job errors, even if the errors result from distraction caused by employee's relationship with someone with a disability (i.e., a spouse); however, an employer may not discriminate based on association. The employer is not required to provide accommodations to an employee on account of a spouse's disability.

Donald v. Sybra Incorporated, January 17, 2012. The Court determined that the McDonnell Douglas burden shifting analysis applies to FMLA interference claims.

Bobo v. United Parcel Service, January 9, 2012. The Court broadened the definition of "similarly situated" employees in that comparators are not required to have the same supervisor, but must be engaged in acts of comparable seriousness.

On February 27, 2012, the Legal Department welcomed a new Associate General Counsel, Rachel Appelt.

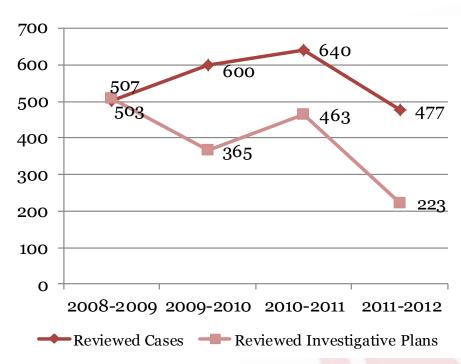


General Counsel Shalini Rose (far right) and Associate General Counsel Rachel Appelt (far left) pictured with THRC Staff Barbara Gardner & Richard Gadzepko.

On November 18, 2011, THRC's Board of Commissioners approved 4 changes to our rules. Rulemaking hearings were conducted from January 23-26, 2012, in Nashville, Jackson and Knoxville Tennessee, to provide the public with an opportunity to comment on our proposed rules. After approval from the Offices of the Attorney General and the Governor, the rules were filed with the Secretary of State. On May 7, 2012, the Legislature's Joint Government Operations Committee approved the Commission's proposed rules. The rules became effective on June 21, 2012.

The rule changes mainly provide clarity for our stakeholders. The four changes include referencing EEOC's guidance on speaking "English-only" in the workplace, defining the term "sex" under T.C.A. §4-21-102 (20), and amending the definitions of "reasonable cause" and "no reasonable cause" for clarity and federal compliance

#### <u>Legal Department Case & Investigative Plan Review</u>



# TITLE VI COMPLIANCE PROGRAM

The Title VI Compliance Program (Title VI Program) is responsible for verifying that state governmental entities that are recipients of federal financial assistance comply with the requirements of Title VI of the Civil Rights Act of 1964 (Title VI). Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. The Commission serves as the central coordinating agency for executive branch departments and agencies for technical assistance, consultation, and resources to encourage and assist with compliance.

State agencies subject to Title VI must annually report measures taken to meet requirements of by submitting implementation plans. There are 42 state agencies that are required to submit an implementation plan. Review of these plans, which are due October first of each year, is a significant role of the program. In the review, agencies are analyzed on departmental training on Title VI, Limited English Proficiency (LEP) policies, data collection and the monitoring of sub-recipients' use of federal funds.



For those 10 agencies that did not meet Title VI Implementation Plan Requirements, the Title VI Program issued a "Notice of Final Findings".

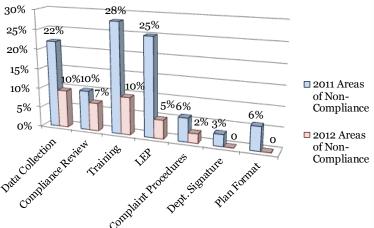
#### Of those agencies:

- $\Rightarrow$  4 departments received two (2) findings
- ⇒ 6 departments received one (1) finding

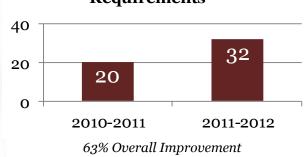
The most common areas of noncompliance were data collection and failure to train, representing 20% of findings, collectively.

The chart pictured to the bottom left illustrates the finding areas of non-compliance.

#### FY 2010-2011 & 2011-2012: Areas of Non-Compliance



#### State Agencies Meeting Implementation Plan Requirements



During fiscal year 2011-2012, the Title VI Program expanded its activities to include on-site visits to better assist agencies in compliance. The Title VI Program conducted one (1) internal investigation of a state agency and two (2) compliance reviews.

Another responsibility of the compliance program is the receipt, review and referral of complaints alleging discrimination by a state agency under Title VI. Inquiries deemed jurisdictional under Title VI are filed as complaints and referred to the department that administers the program or activity referenced in the complaint for investigation.

During Fiscal Year 2011-2012, the program received 383 inquiries. Three-hundred-twenty-three (323), or 52 were accepted as complaints. Complaints are not closed with the Commission until written notification of the resolution is received from the referring department. For the fiscal year, 17 cases were closed.

| Title VI Complaint Statistics       |               |               |               |  |
|-------------------------------------|---------------|---------------|---------------|--|
|                                     | 2009-<br>2010 | 2010-<br>2011 | 2011-<br>2012 |  |
| Inquiries                           | 209           | 397           | 383           |  |
| Non-<br>Jurisdictional<br>Inquiries | 77            | 327           | 323           |  |
| Complaints                          | 170           | 70            | 52            |  |
| Closed Cases                        | 34            | 19            | 17            |  |

The Commission provided policy guidance to state departments and agencies on Title VI compliance by developing implementation plan guidelines, training on the Title VI prohibition against national origin discrimination affecting LEP persons and establishing topics for overall training of departmental staff. On July 13, 2011, the Commission conducted training for state agency Title VI personnel that covered an explanation of the Title VI Compliance Program and implementation guidelines and plans. For a full report on the activities, findings and accomplishments of the Title VI Compliance Program please see the Report to Governor and General Assembly.

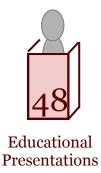


Title VI Compliance Program Director, Marcus Thomas, during the July 2011 Training for all state agency Title VI Personnel.

# EDUCATION & OUTREACH

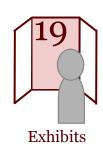
utreach programs throughout the state provide citizens with the opportunity understand discrimination laws, what constitutes discrimination and the complaint process. The Commission participated in 93 Outreach activities. The Commission partnered with 122 state and federal agencies, non-profits, private and faith -based organizations to promote an understanding of the Commission's work. Through these events the Commission reached over 20,000 individuals.

In fiscal year 2011-2012, the Education & Outreach Division participated in:





**Event Attendance** 



Total:
93\*
Outreach
Activities
20,376
Participants

The Commission gained exposure to the public through a variety of media outlets:

Radio

- Fair Housing Awareness ran for three weeks in Nashville, a total of 30 times on Talk Radio Networks
  - ► Also included an Ad on WUBT FM website

Televisior

•International Human Rights Day was broadcast on Nashville Public Television Print

- o10 articles featuring the Commission and its work were featured this Fiscal Year.
- ▶3 Opinion/Editorial Articles from Staff and Commissioners

/ebsite

- Approximately 2,000 views on average monthly
- Created a "Resources" subpage in April 2012 to share PowerPoints, Articles etc.

Social Media

- The Commission's Facebook page received
  - ► View of content from 1593 Unique Users Engaged 9% of page visitors

<sup>\*</sup>Outreach Activities often have elements of multiple categories. At many events, the Commission will exhibit as well as deliver an educational presentation.

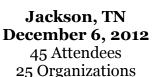


## TENNESSEE HUMAN RIGHTS COMMISSION

## 2011 2012









Chattanooga, TN February 21, 2012 46 Attendees 31 Organizations



Columbia, TN May 22, 2012 39 Attendees 17 Organizations





Total Attendees

Roundtable Discussions provide an unique forum for citizens, human rights organizations and local government to bring issues facing their communities to the Commission's attention. These town hall style meetings help to foster an understanding of the state's civil rights laws as well as the Commission's purpose and work. Attendees are able to have any questions they may have answered by staff and when applicable, begin the complaint process.

The Commission worked with over 120 different organizations statewide to education the public about their rights. The following is a list of some of the Commission's community partners and programs in which we participated.



West Tennessee Legal Services - Chattanooga - Hamilton County NAACP - Tennessee Immigrant & Refugee Rights Coalition - Metro Nashville Police Department - Nashville EEOC Office - Tennessee Labor Management Foundation - Baker Donelson - Tennessee Fair Housing Council - Tennessee Department of Human Resources -International Association of Official Human Rights Agencies - YWCA of Middle Tennessee - Nashville Hispanic Chamber of Commerce - Tennessee SHRM - Tennessee State NAACP - Celebrate Nashville Cultural Festival -Cumberland University - Knoxville Chapter of Certified Public Accountants - Tennessee Housing Development Agency - Hardeman County NAACP - Memphis Gandhi - King Conference on Peacemaking - Economic Summit for Women - Knoxville Urban League - Clarksville NAACP - Nashville NAACP - Glencliff High School - National Civil Rights Museum - Tennessee Association of Affordable Housing - Nashville Church of Scientology - Metro Human Relations Commission - Bone McAllester Norton - Knoxville MLK Commission - Nashville Conflict Resolution Center - Urban League of Middle Tennessee - CABLE - Nashville Business Journal - Young's Temple AME Zion Church - Marshall Co. NAACP - Middle Tennessee State University - East Tennessee State University - Sister for Sister Conference - Tennessee Fair Housing Matters Conference - April 4th Foundation - Chattanooga Office of Multi Cultural Affairs - West Tennessee Fair Housing Group - Chattanooga District A.M.E. Zion Church - ECHO Fair Housing Conference - Chattanooga Housing Authority - National Community Reinvestment Coalition -Hispanic Chamber of Commerce - Armed Forces Day Celebration - Nashville Human Relations Dinner

# TENNESSEE HUMAN RIGHTS COMMISSION











June 21, 2012 One Century Place Conference Center Nashville, TN



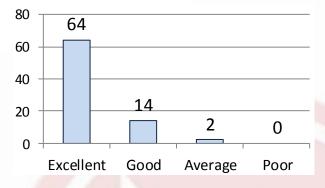


#### **Speakers:**

Danielle Barnes, TN Department of Human Resources
Waverly Crenshaw, Waller, Lansden, Dortch & Davis
Tim K. Garrett, Bass, Berry & Sims
Jeb Gerth, Waller, Lansden, Dortch & Davis
Jonathan Harris, Ogletree Deakins
Sabrina Hooper, TN Human Rights Commission
Katharine Kores, EEOC Memphis District Director
Anne Martin, Bone McAllester Norton
Mark C. Travis, Tennessee Center for Workforce Relations
Kim Vance, Baker, Donelson, Bearman, Caldwell & Berkowitz

The Employment Law Seminar offers participants an opportunity to continue their education in the employment law arena. The Seminar proves to be a valuable and enriching educational experience for legal and HR professionals as well as other interested public. This year was the first year to combine efforts with the Tennessee Department of Human Resources (DOHR), which contributed to the event's 17% increase in attendance. Commissioner Rebecca Hunter from DOHR, Chair Commissioner Stacey Garrett from THRC and Executive Director Beverly Watts from THRC opened the Seminar, reflective of the combined efforts of the two agencies.

## **EVALUATION RESULTS:** QUALITY OF THE SPEAKERS/PRESENTATION TOPICS



#### • Employment Complaint Trends

- Religious Discrimination & Accommodation
- Social Networking in the Workplace
- Mediation Tips in Employment Cases
- Updates to Employment Law & Legislation

#### Keynote Speaker Victoria A. Lipnic, EEOC Commissioner

EEOC Commissioner Victoria A. Lipnic from Washington, DC, gave updates about the agency and discussed her philosophy about the EEOC. Many

attendees noted in their evaluation responses how interesting her presentation was and how valuable the handouts she provided would be for their work.

## OFFICE LOCATIONS

#### **Central Office - Nashville**

710 James Robertson, Pkwy, Suite 100 Nashville, TN 37243 1-800-251-3589

Memphis Office 170 North Main Street, State Office Building, 2nd Floor Memphis, TN 38103 Knoxville Office 531 Henley Street, Room 701 Knoxville, TN 37902 <u>Chattanooga Office</u> 540 McCallie Avenue 6th Floor, Room 614 Chattanooga, TN37402

## STAFF

#### Executive Director, Beverly L. Watts

Monica Alexander Michael Giove Linda Reed Samelta Glenn Rachel Appelt\* Shay Rose Theirno Bah Frank Guzman Dianna Ruch Tiffany Baker-Cox\* Billie Jean Haddock Renee Smith Lamont Bell Sabrina Hooper\* **Matthew Stephenson** Susannah Taylor\* Kaleda Bentley Leon King LaShondia Chambers\* Pat Ladd-Warner **Marcus Thomas Tracy Davidson** Lisa Lancaster Teresa Thompson Richard Gadzekpo Saadia Williams Laura Nelson Barbara Gardner Bobbie Porter\* Seth Yu\*

<sup>\*</sup>The individuals served the Commission during the 2011-2012 Fiscal Year, but not the entire year.

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